

Automating Mortgage Servicing Experiences

Making Mortgage Servicing More Efficient and Empathetic

From inception to deployment in 3 weeks

Customer Experience Automation™

Securely, proactively and efficiently communicate with customers

AI-powered, PCI and SOC2 compliant digital automation solution offering secure, efficient, empathetic, real-time communications with your customers. Enabling push and pull of information, education and documentation.

Paperless Signup

- Enroll customers to receive e-statements in preferred communications channels
- Get to know your customers by gathering critical customer digital contact data and save on costs of live “outreach”

Trailing Documents

- Notify and capture needed customer documentation more quickly and efficiently
- Review and cleanse customer data submitted

Hardship Inquiries

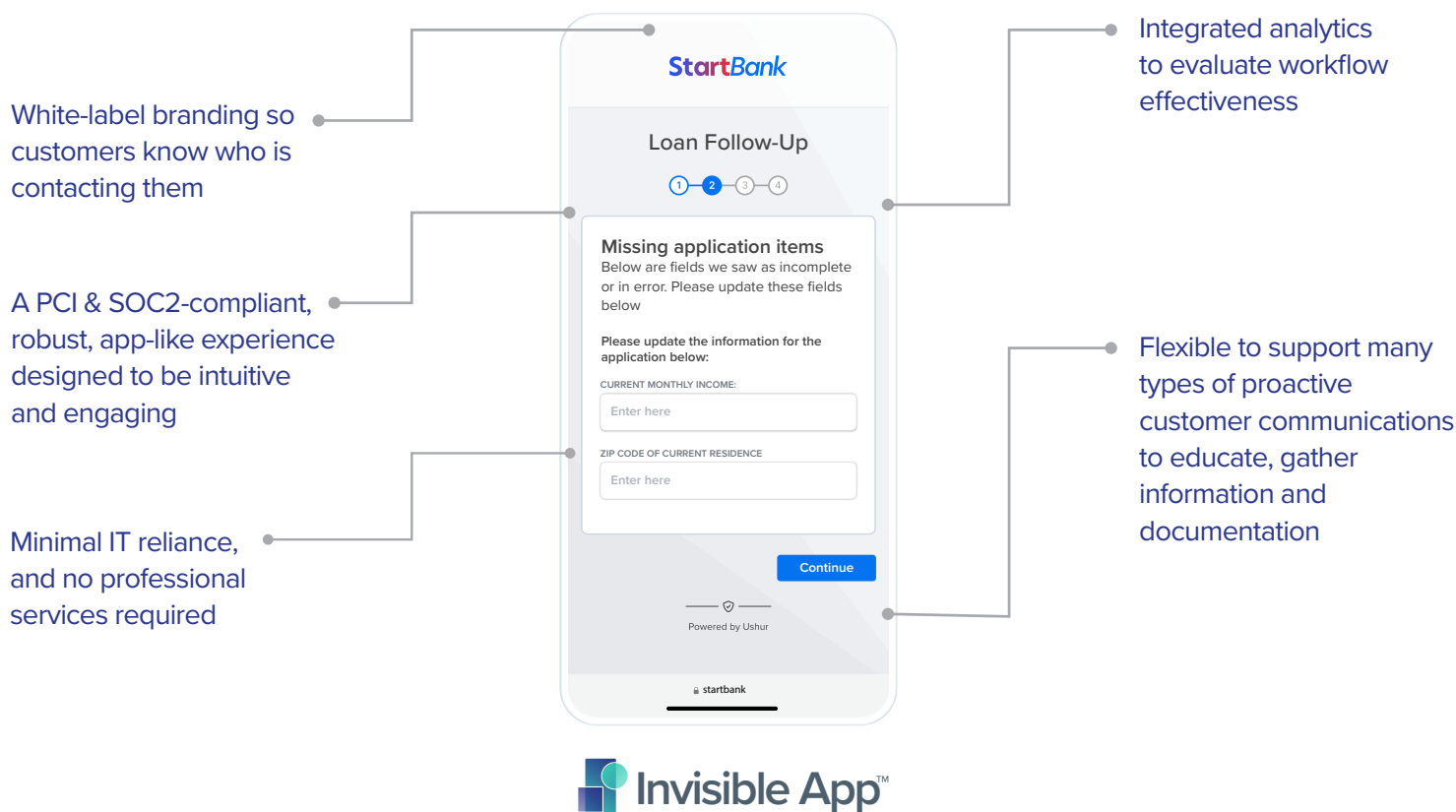
- Handle hardship-related conversations empathetically and efficiently
- Use AI to ask and answer open-ended questions to determine the hardship scenario
- Guide borrower to securely provide required/missing info and documents

Complement Existing Technologies

Augment Your Customer Experience

with Ushur Invisible App™

ushur
Make your work flow™



Designed by **business users**. Deployed with a **single click**.
Fits seamlessly with existing communication channels.

Customer Experiences, Transformed

Deliver better experiences, drive operational efficiency
and expedite mortgage servicing processes

No-Code • Seamlessly integrates with core systems •
Analytics-enabled Omnichannel • AI-driven

Ushur customers have seen:

40% increase
in NPS

90% completion rate
within 1 hour

95% faster data
collection

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Members of
MBA
MORTGAGE BANKERS ASSOCIATION

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